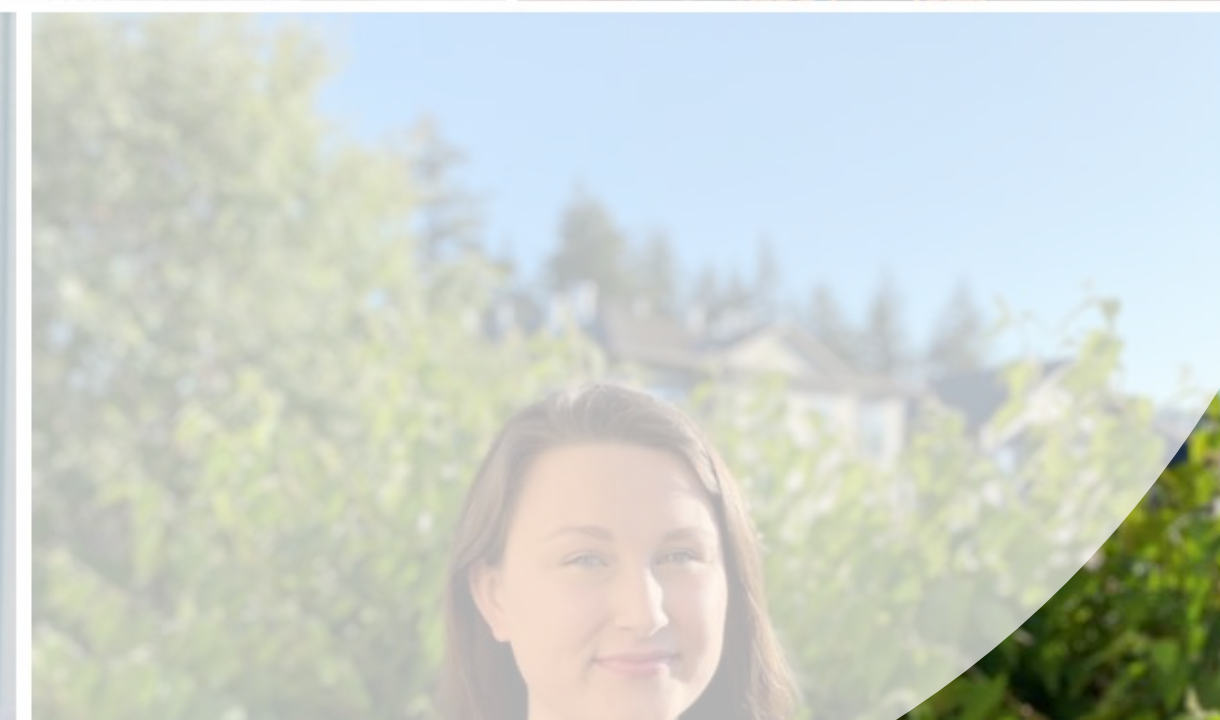


Remember the Member: Building Member Agency, Leadership and Recognition

Cole McMahon, KAFLCM
McMahon Consulting Group





Session Outcomes



Robin Colbert, A STAR! in Western Maryland AmeriCorps Member

Participants will discuss how to increase **member agency** to improve program performance.

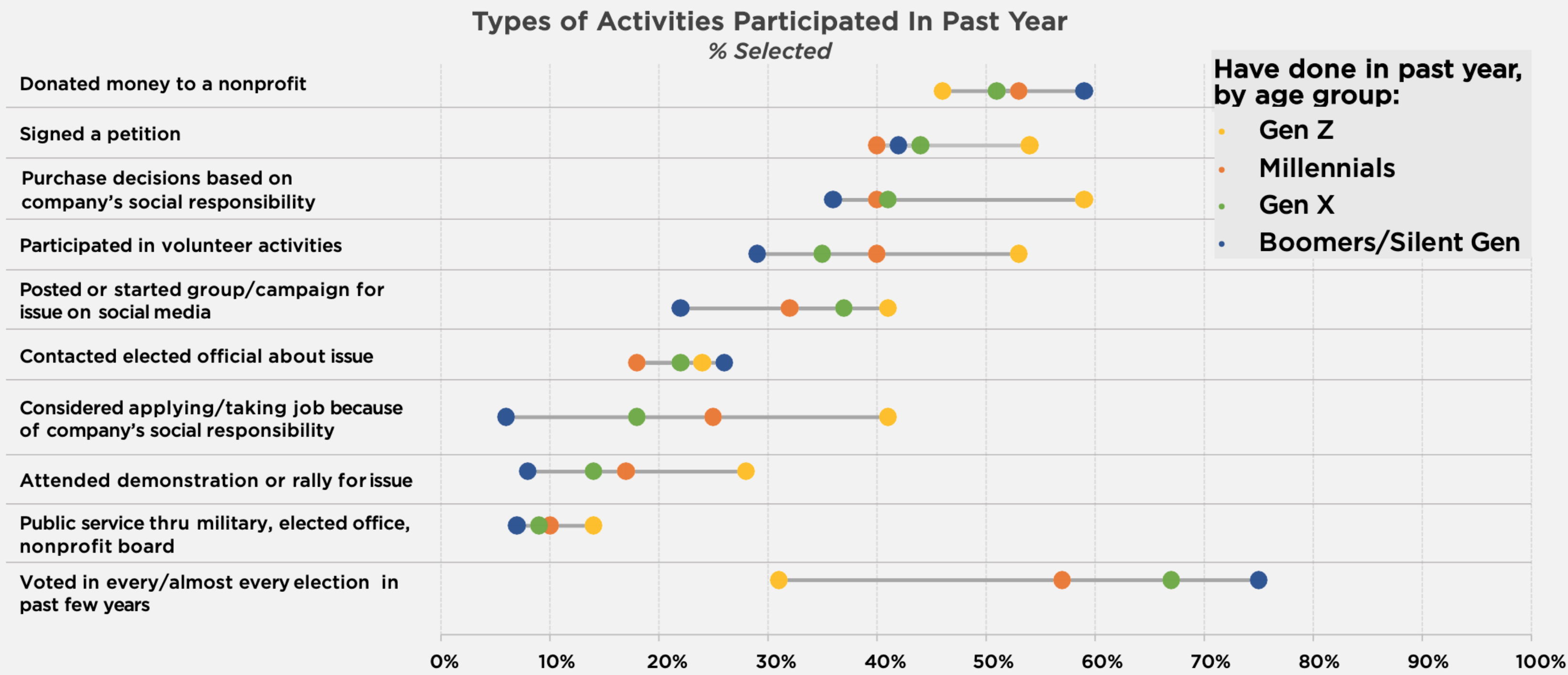
Participants will explore how to replicate hard-earned lessons to increase **member leadership**.

Participants will consider and discuss **member support and recognition**.

Finding: Young people demand change, and they act on their beliefs.

GEN Z: THE MOST CIVICALLY-MINDED GENERATION ALIVE TODAY

Just at the cusp of voting age, Gen Z already demonstrates higher rates of civic engagement than older generations



Finding: Adversity + Diversity = Transformation

New Methods for Assessing AmeriCorps Alumni Outcomes: Final Survey Technical Report

August 22, 2016

Authors

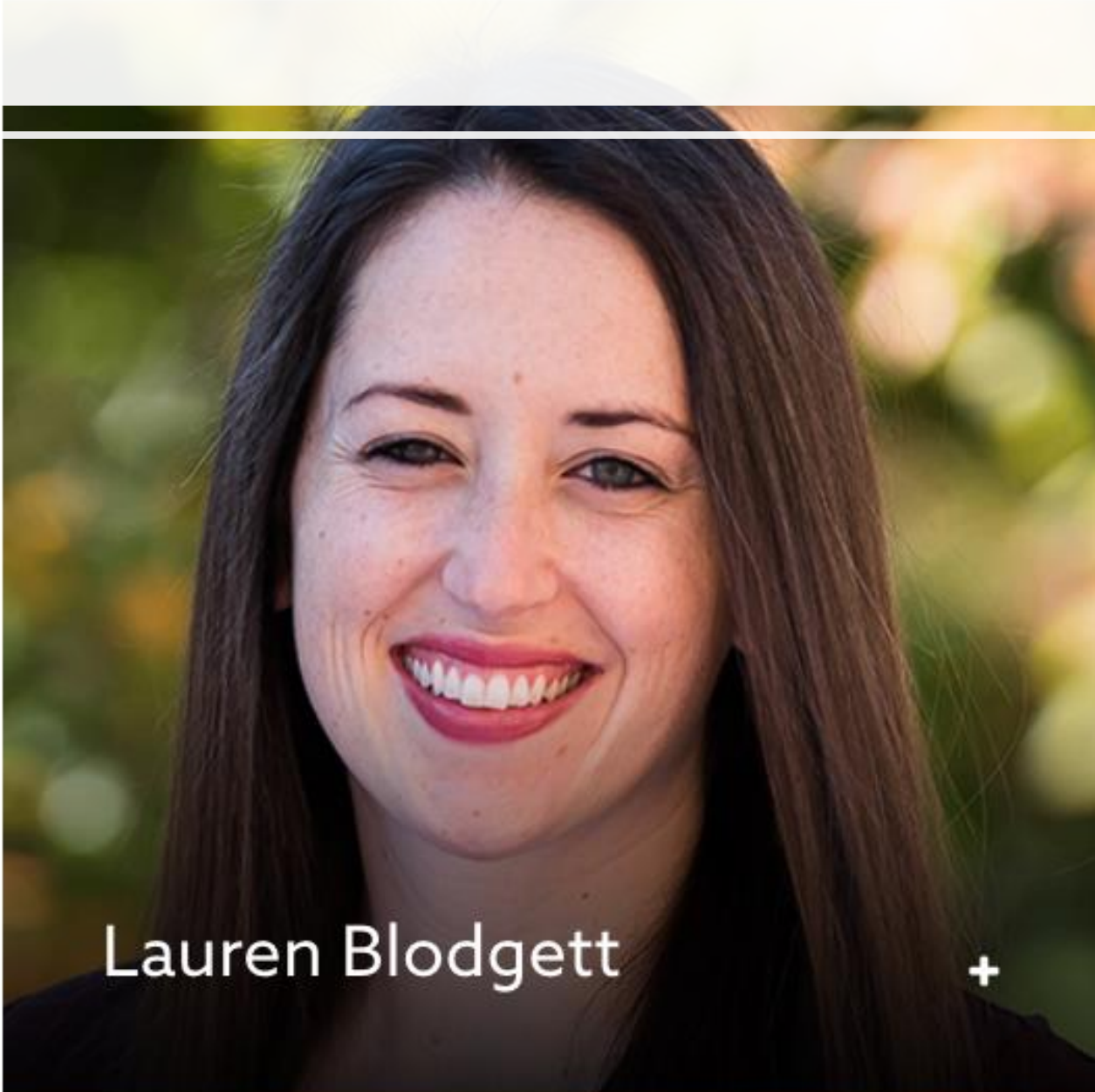
Eric Friedman
Brian Freeman
Benjamin Phillips
Lily Rosenthal
David Robinson
Haleigh Miller
Allan Porowski

The survey data demonstrate a positive effect of AmeriCorps service upon cultural competency. The perceived impact was largest for the item “confidence interacting with people from different cultures or backgrounds,” with 72 percent of respondents strongly agreeing and agreeing before AmeriCorps, and 93 percent strongly agreeing and agreeing after AmeriCorps. Again, the data suggest AmeriCorps service having the strongest effect in this regard on NCCC members. NCCC alumni reported more changes relating to broadened horizons and cross-cultural understanding than other program alumni. For

Submitted To

Office of Research and Evaluation
Corporation for National and Community Service
For inquiries, please contact evaluation@cns.gov

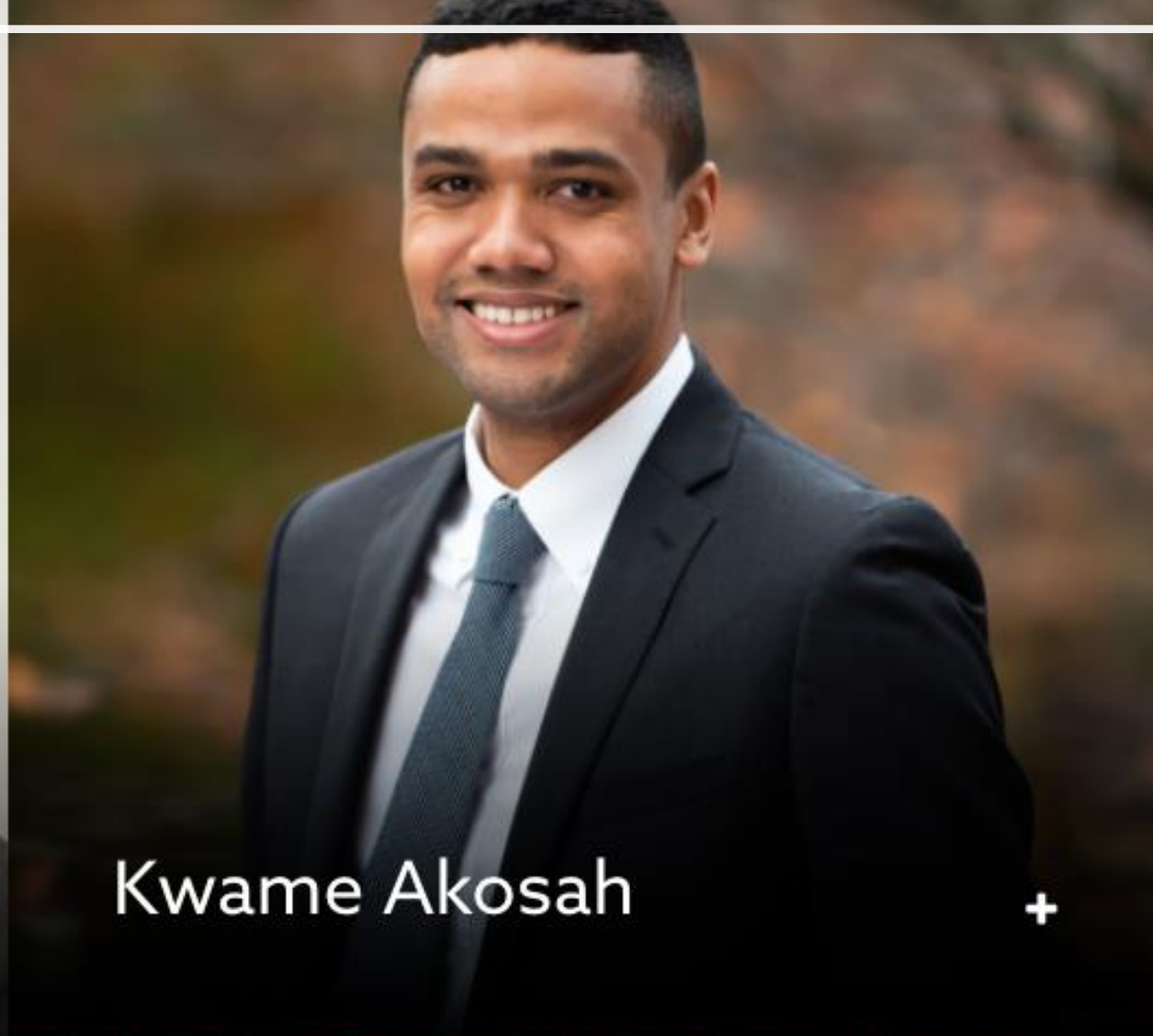
Idea: Show off your members



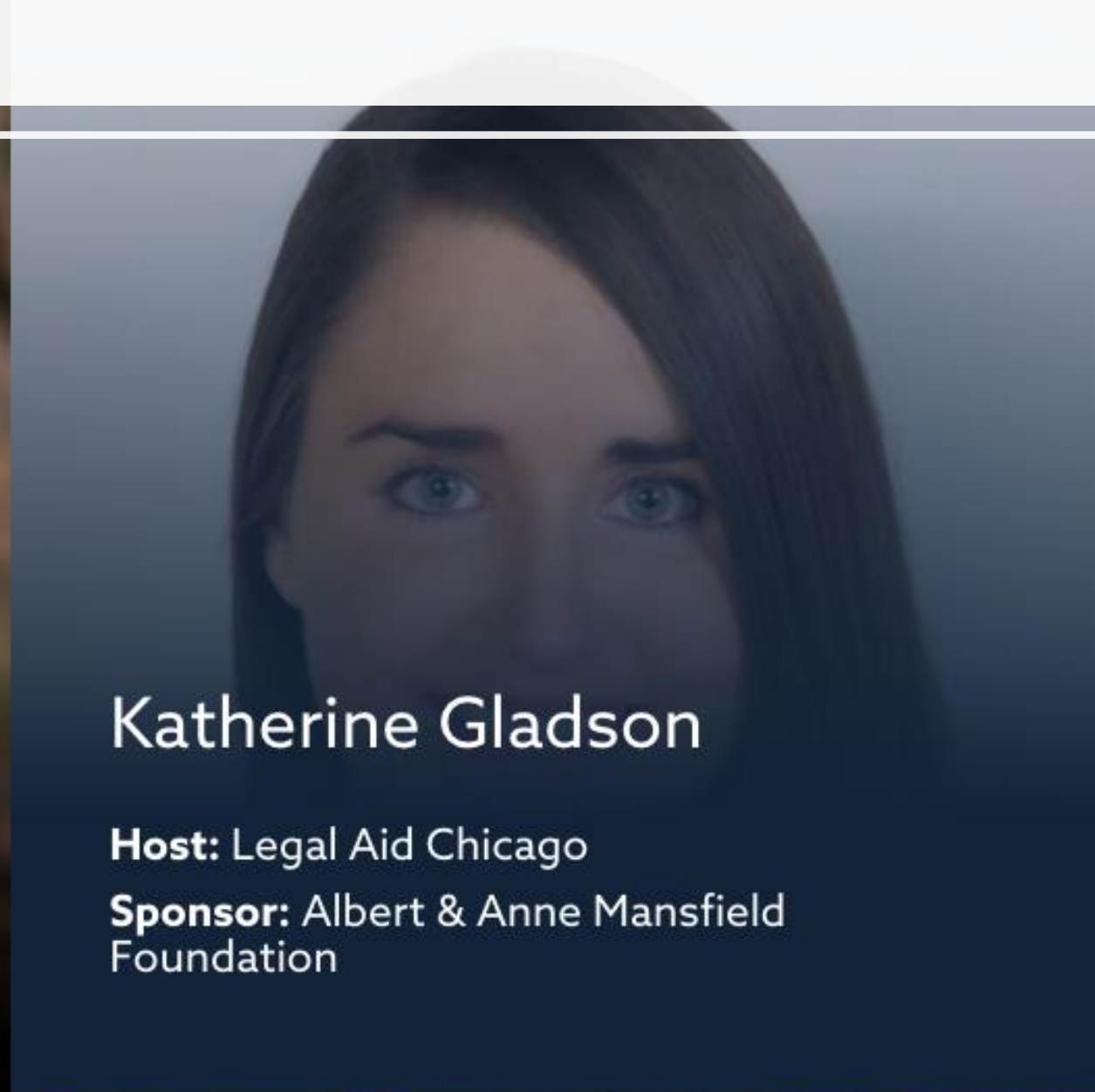
Lauren Blodgett



Andrew Hemmer



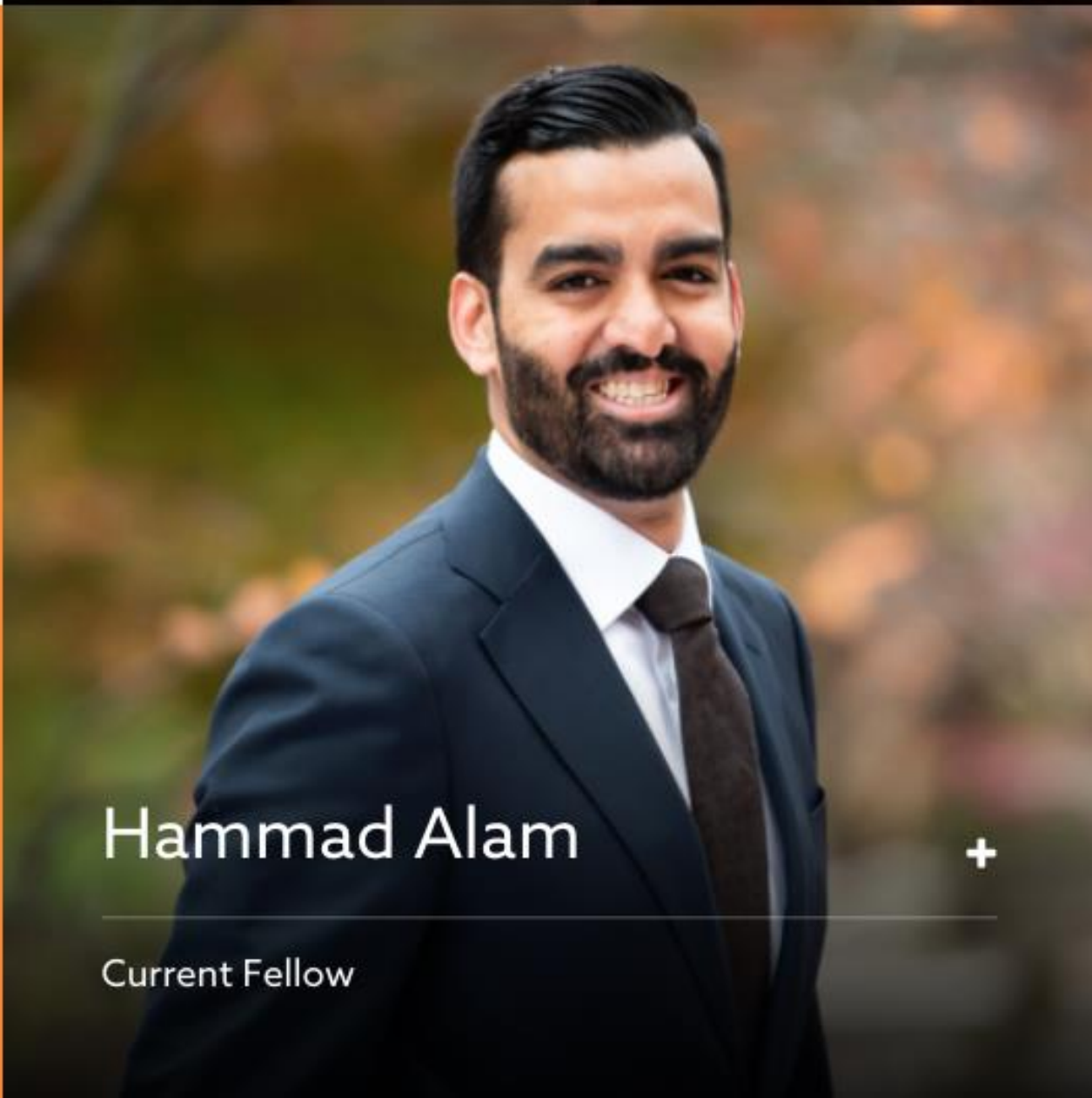
Kwame Akosah



Katherine Gladson

Host: Legal Aid Chicago

Sponsor: Albert & Anne Mansfield Foundation



Hammad Alam



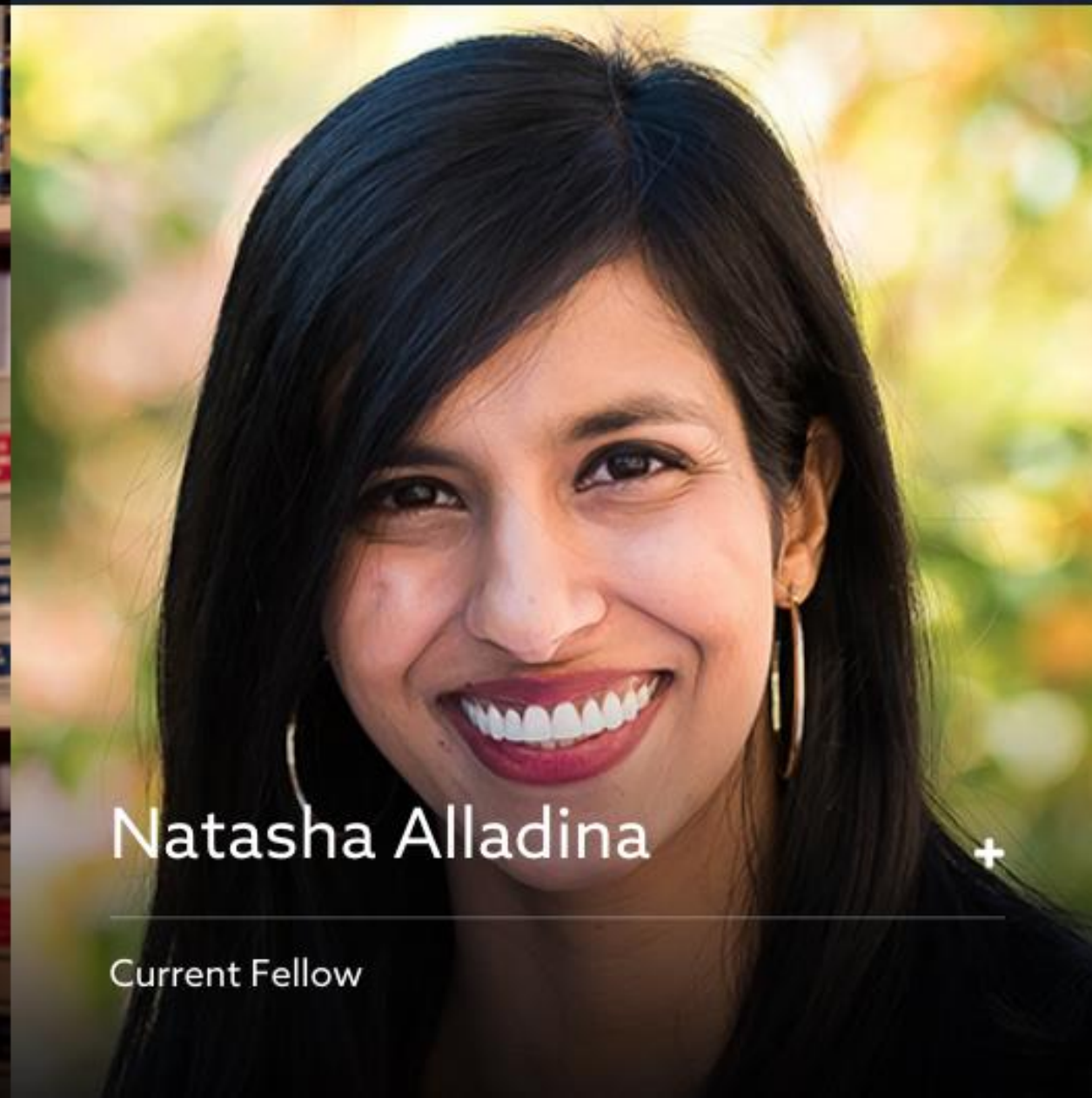
Current Fellow



Teresita Ramos

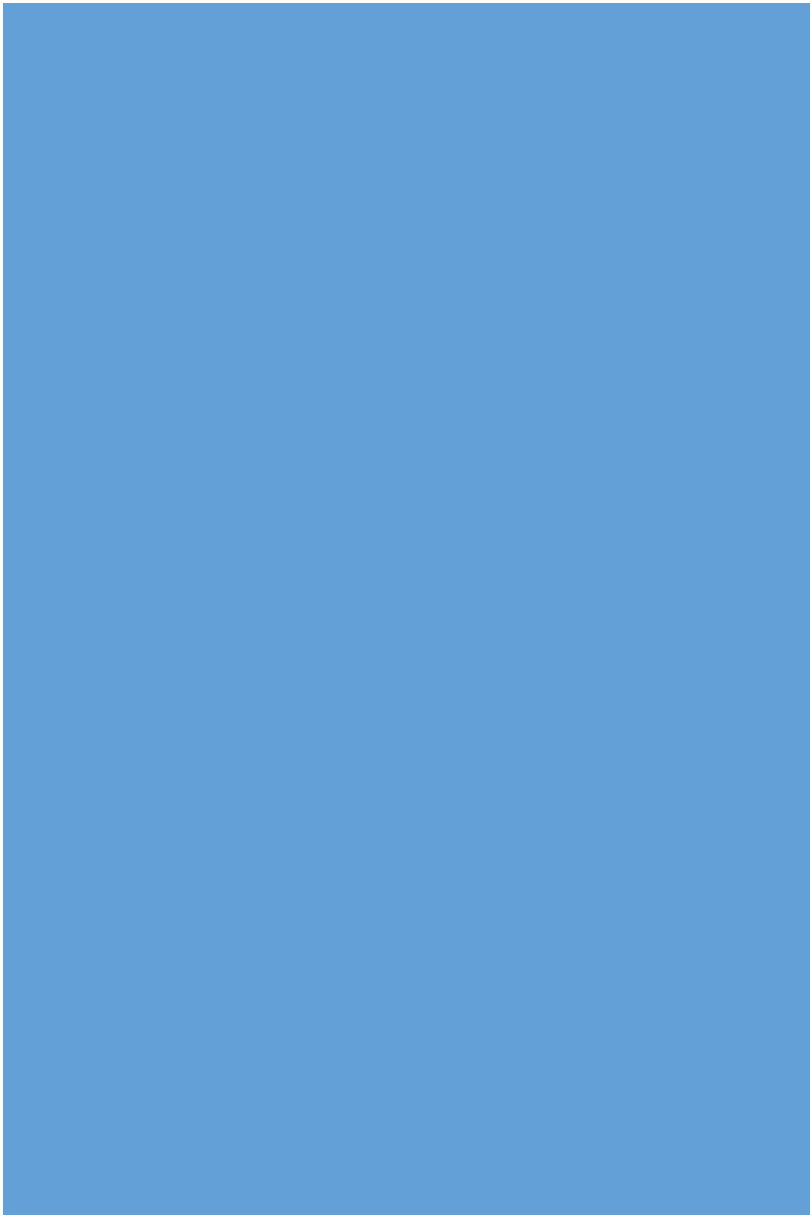
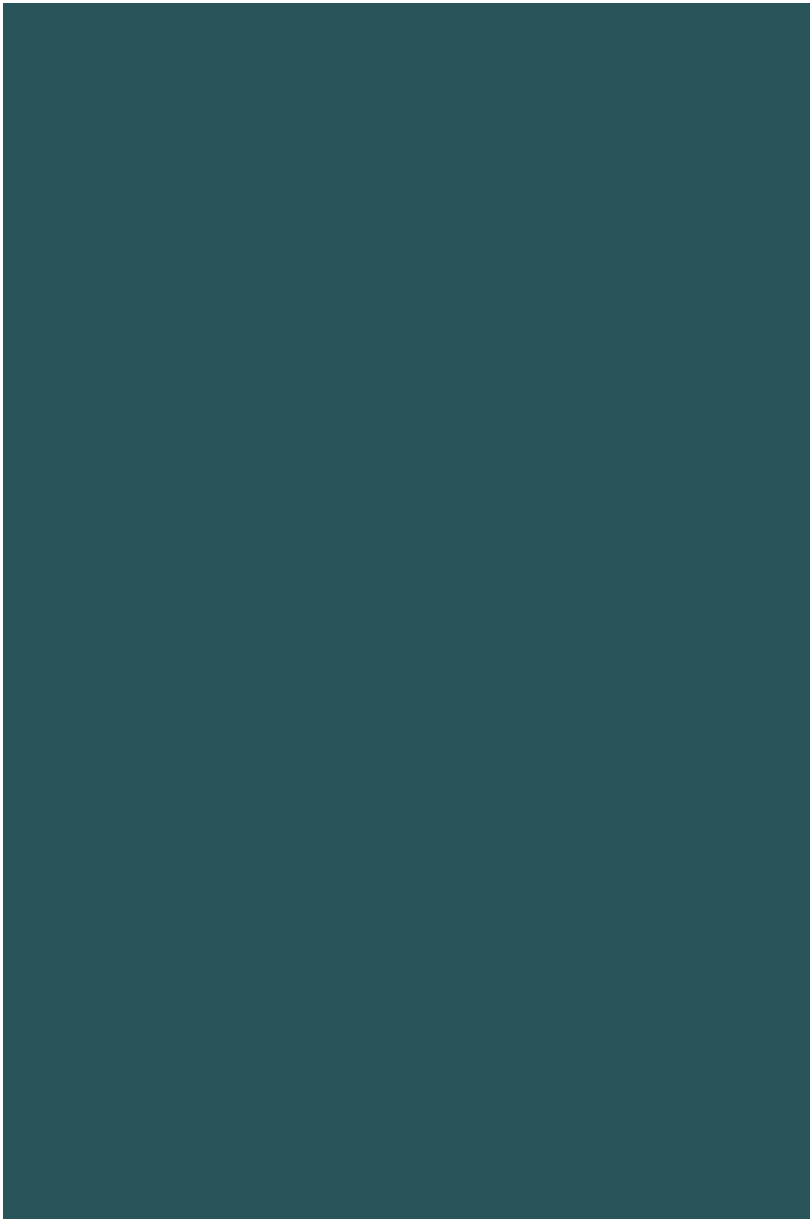


Cynthia Cornelius



Natasha Alladina

Current Fellow



About

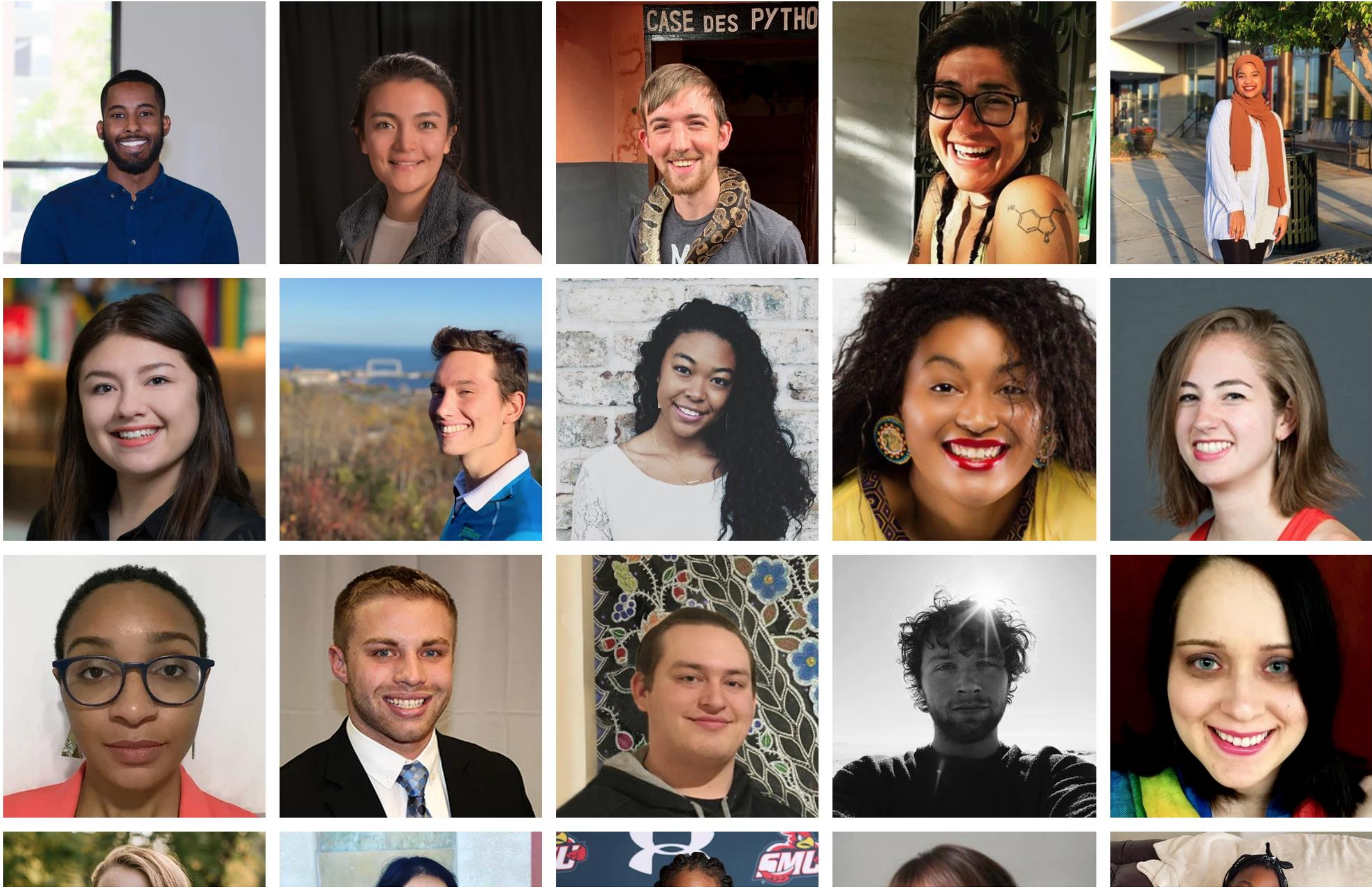
The Fellowship

Host a Fellow

Get Involved

[About LFA](#) [Connect](#) [Mistakes](#) [News](#) [Apply](#)

Meet the 2020 Fellows



Your Legacy



“If I’m working for College Forward for only a few months, how can I really make a dent in the problem?”

11 months may seem quick to you, but it’s an entire school year for a student you serve.

Our Coaches have a huge impact! College Forward students are **FOUR TIMES** more likely to earn a Bachelor’s degree than similar, economically disadvantaged students are.

The combined efforts of different Coaches throughout each student’s partnership with CoFo, from 11th grade to college graduation, helps them achieve their dream. And after you’ve left CoFo, you can feel satisfied knowing that you played an integral part in helping your students achieve better life outcomes than they may have otherwise had...and each student makes a difference!

Work hard. Have fun. Succeed together.

Idea: Lead with your vision and how members achieve outcomes.



WHY CO-FO?

JOIN THE TEAM

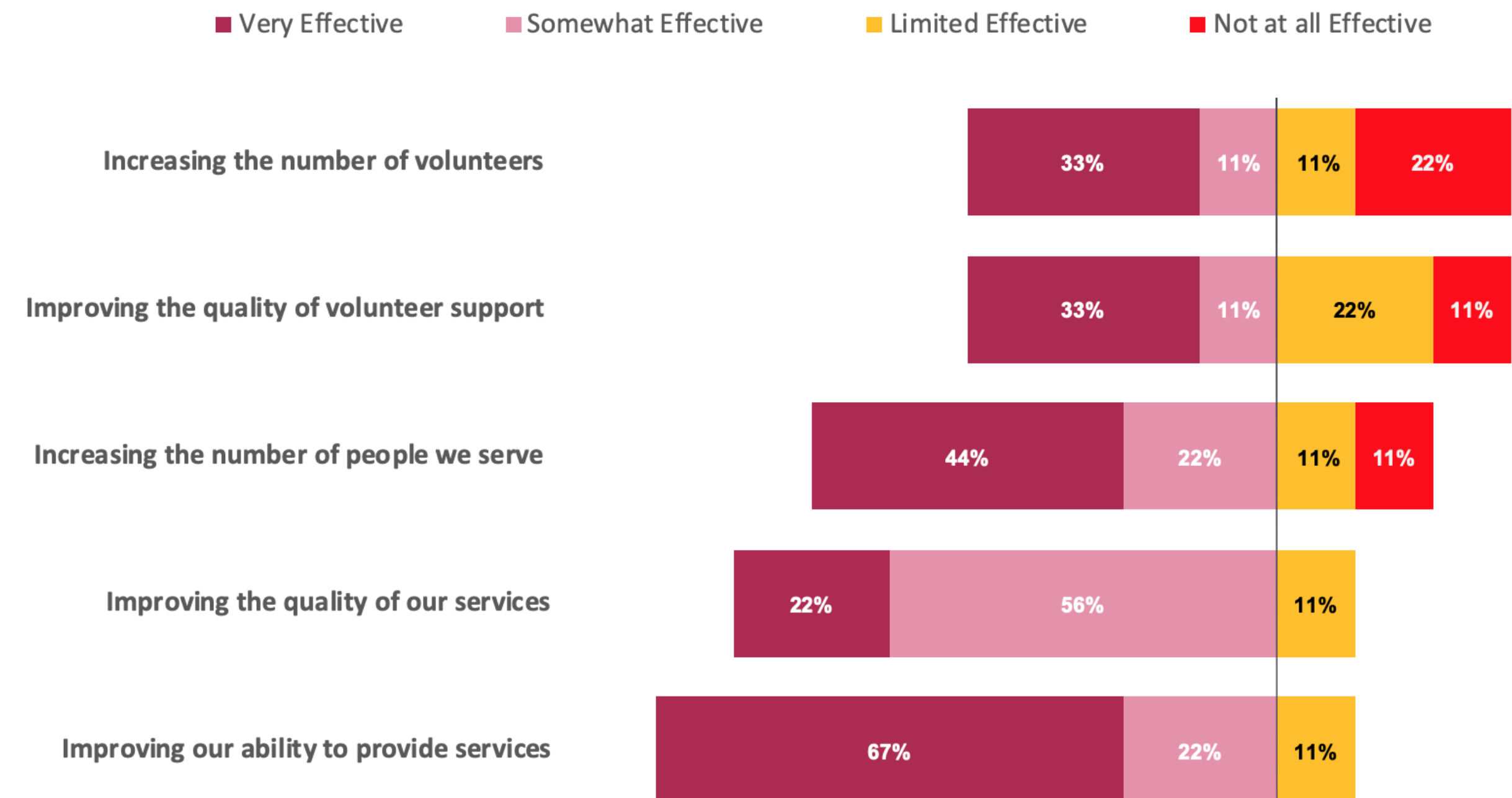
A Community of Future Leaders

Join the ranks of an elite organization that is serious about solving a national crisis in college access, retention, and graduation rates. By joining us, you will have the chance to become a thought leader who makes a real impact on students and their families for generations to come.

Finding: In local programs, member effectiveness is linked to the amount of time spent in the community.

• Source: Evaluation of the A STAR! in Western Maryland AmeriCorps Program

Effectiveness of A STAR! members



"No Opinion" and No Response not included.

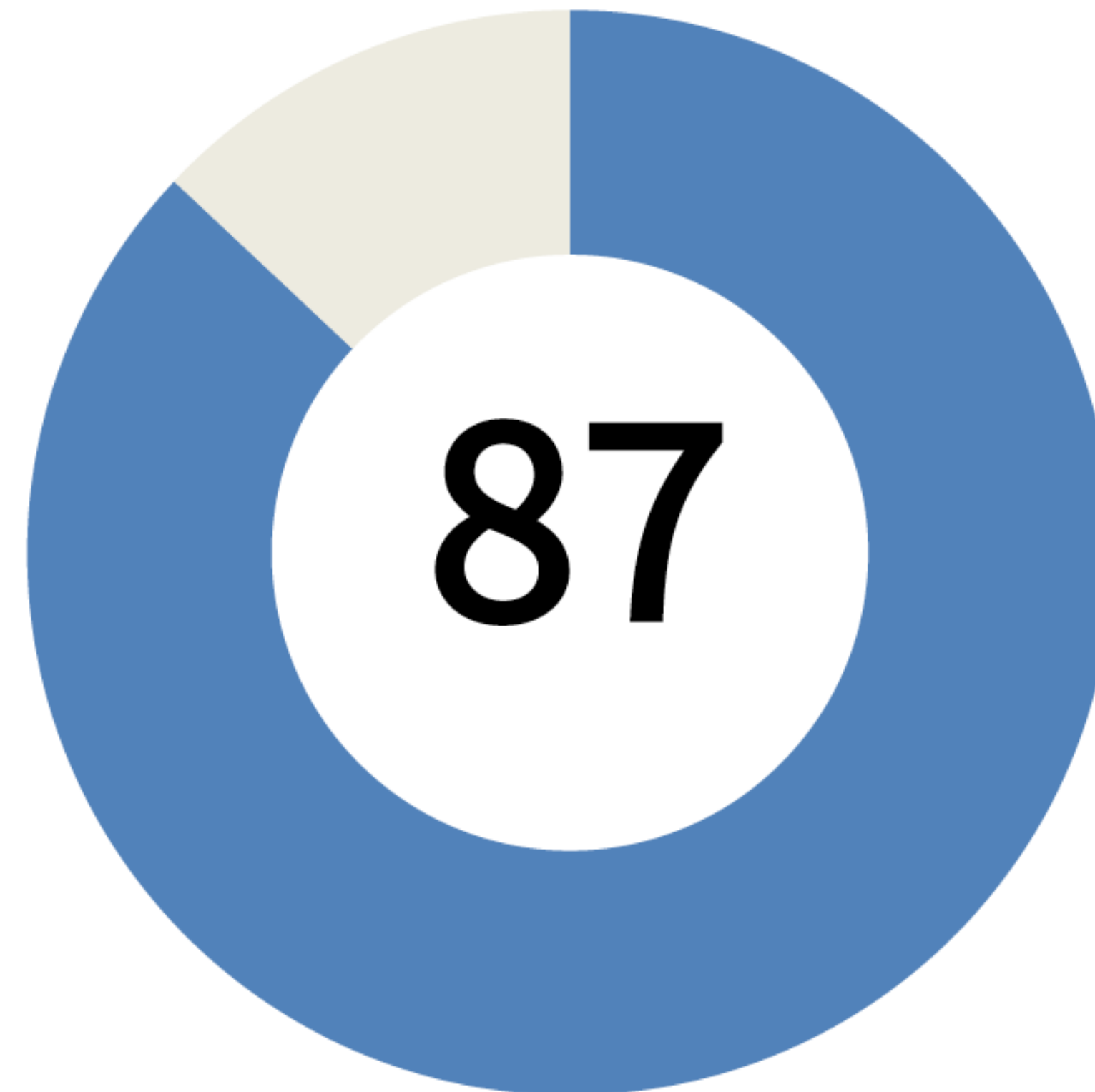
Idea: Maximize Member Agency



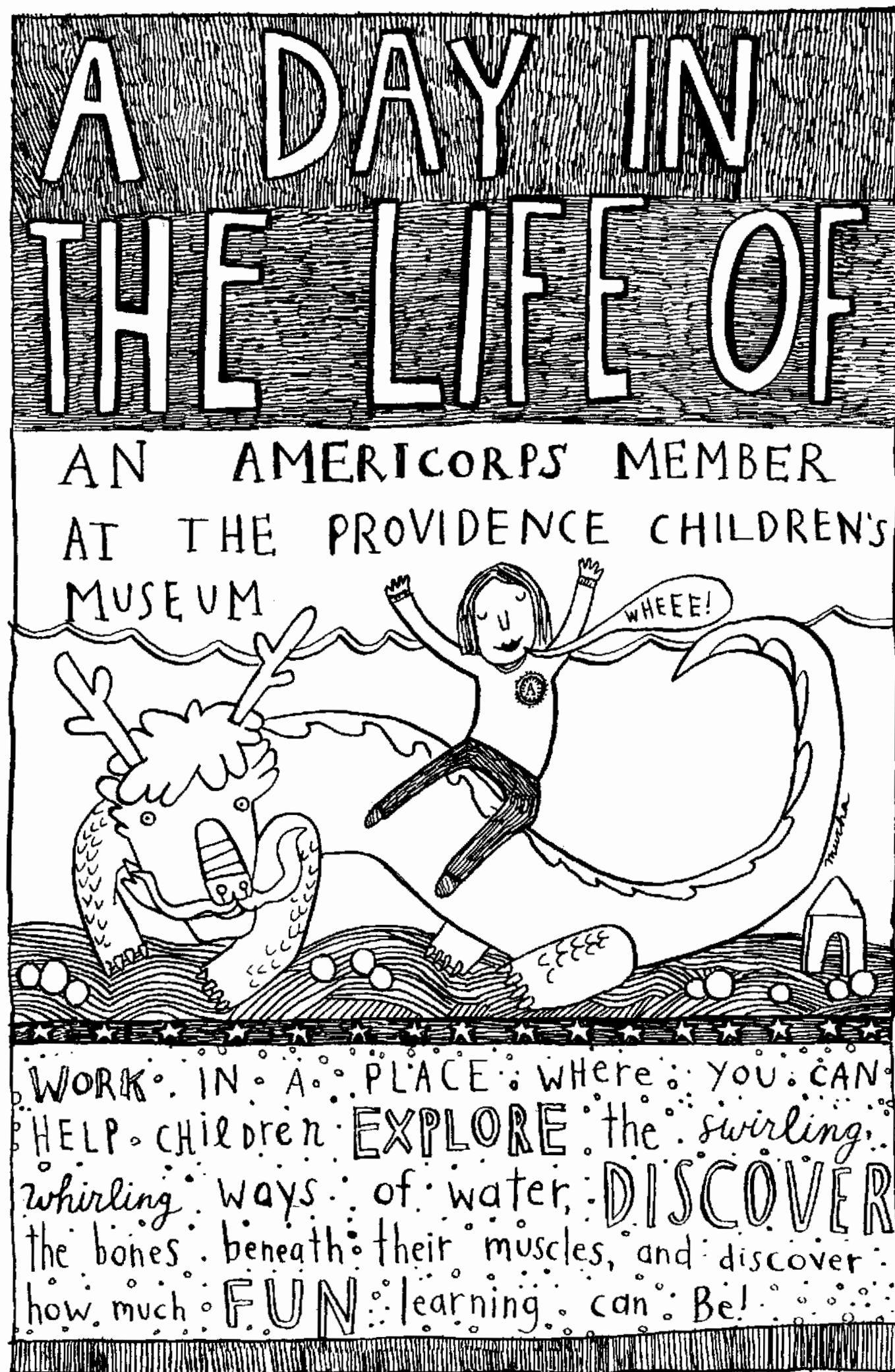
Crystal Clarke, Great Oaks Fellow, Newark

Members prize their relationship
with students above all else.

Percent agreeing



Member focus groups, Great Oaks Tutor Corps



FOUR AmeriCorps MEMBERS WORK AT BOYS & GIRLS CLUB.



My team meets to go over yesterday's program.



We finalize plans for today's activities & tasks.



I visit the school science teacher to research new activities.



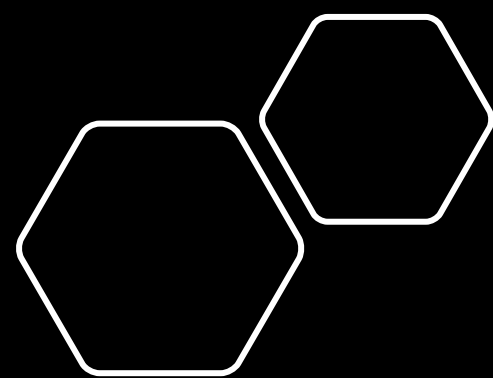
We gather up supplies for the afternoon.



Thursdays, we have lunch at the museum with everyone.



Someone comes to give us a career development presentation.



Idea: Create an Innovation Fund

- **Catherine Diggs**, LISC
AmeriCorps Member, Detroiters
Working For Environmental
Justice
- Project: Detroit Solar Stories



LaRonda Howard, LISC AmeriCorps Member,
North Florida Health Corps/Healthy Start
Coalition
"The Green Space Project"



Idea: Alumni Engagement

LADDER OF ENGAGEMENT

Super Alumni

GOAL: PUT THE RIGHT ASK IN
FRONT OF THE RIGHT CHAMPION

Connected Alumni

GOALS: ACTIVATE AND
ENERGIZE AS AMBASSADORS

Rising Alumni

GOALS: SUPPORT TRANSITION
MAINTAIN CONTACT

Unattached Alumni

GOALS: RECONNECT
RE-ENGAGE



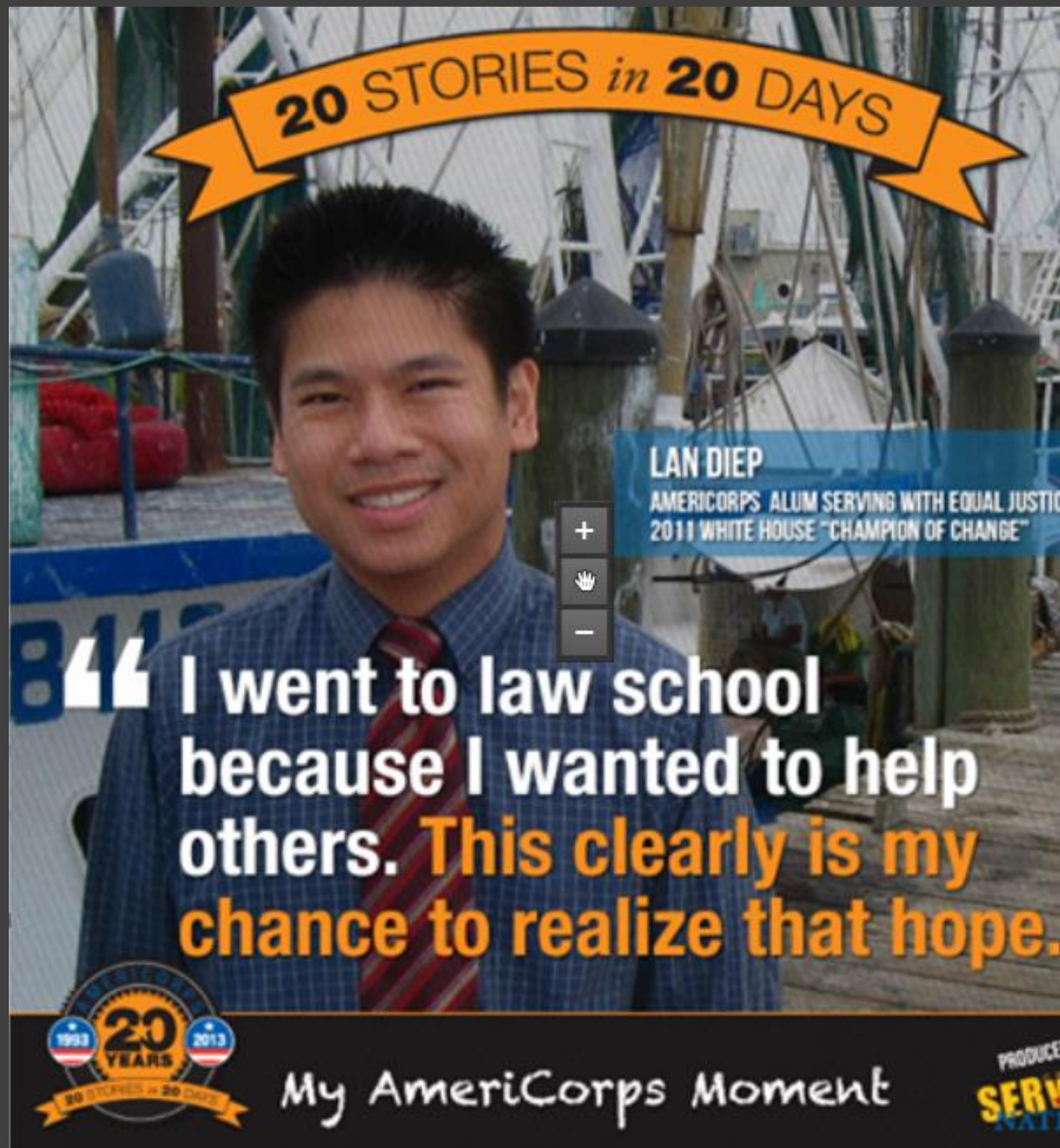
Alumni Engagement



Finding: In housing programs, quality of supervision is the best predictor of member success and satisfaction.



Habitat AmeriCorps Members, 2015
Build-A-Thon, New Orleans



Small Group Discussion:
Identify one member
support element your
program does well.



- Lan Diep, San Jose Council, Former AmeriCorps Legal Fellow

Agency Leadership Recognition

Program Self-Assessment

Overall Management & staff work

- We plan well
- We properly weigh new work against existing capacity
- We stay on top of the calendar & get things done when we need to
- Leadership supports staff
- Roles & responsibilities are clear
- We make decisions well
- We solve problems well
- We treat each other fairly
- We distribute the work fairly & responsibly
- We hold each other accountable in a respectful way
- We manage all the competing tasks efficiently

Program compliance

- We write good reports
- We follow the rules
- We address our problems quickly
- We're consistent & fair in our treatment of sites, members
- We are accountable to CNCS & our board

Site Support, Compliance & Monitoring

- Our sites view us as a partner & resource
- We respond on time to requests
- Our sites get us what we need when we need it
- Our files are up to date

Program Self-Assessment

Innovation & Program Improvement

- We get better from year to year
- We make improvements as the year goes on

Program replication & expansion

- We adapt to changes at all levels
- We explore new opportunities

AmeriCorps Member Support & recognition

- We respond to needs in a timely fashion
- We anticipate issues before they become crises
- We resolve site/Member crises quickly & well
- Members know they are effective & valued
- Members are excited to tell others what they do
- We provide opportunities to give feedback
- Our Members finish what they start
- Member morale is high

Program Outreach, Marketing & Promotion

- We communicate w sites, Members, partners
- Program seen as leader in field, community
- We've achieved board & staff buy in, respect
- We promote [Name of Org] to our stakeholders
- The people who need to know about us, do
- Our messages are effective & exciting
- We share our results & impact outside our org
- We promote AmeriCorps
- Staff has time, capacity for new partnerships
- Members serve as ambassadors for [Org]

Outreach & Recruitment

**CAPACITY.
DATA.
INFLUENCE.
\$.**

IMPACT.



McMahonNonprofitSolutions.com

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410.504.9005

mcmahonconsultinggroup@verizon.net